



**NOTICE TO BENEFICIARY WHO USED TO HAVE THE OPTION TO CHOOSE A HEALTH PLAN (EXEMPT) BUT STAYED IN MEDICAID DIRECT AND NOW CANNOT ENROLL IN A HEALTH PLAN (EXCLUDED)**  
NC Medicaid 20190925 v1.0

Patricia A. Jones  
1234 Any Main St  
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

**You will stay in NC Medicaid Direct**

The people listed below will keep getting health care services through NC Medicaid Direct. This change is because Sally J. Jones is [\[reason\]](#).

Name / ID Number	Health Care Services / Start Date
Sally J. Jones 123-00-0000	NC Medicaid Direct <b>February 1, 2020</b>

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

**What happens next?**

You will keep getting your health care services through NC Medicaid Direct. You do not need to do anything.

**What may change?**

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

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